

NATIONAL PARTNERSHIP FOR REINVENTING GOVERNMENT SURVEY 2000

- Please print legibly using a blue or black ballpoint ink pen.
- Pencil or felt tip markers should not be used.
- When entering numbers, enter one per box and stay within the confines of the box.
- For the ovals, make a heavy dark mark that fills the oval completely.
- To change a response, you may use white liquid correction fluid. For the ovals, place an "X" through the first mark and mark the oval for your preferred response.

CORRECT

INCORRECT

I K 2 5

a 2 k



To protect confidentiality, your responses to this survey will be combined with responses from others in your organization and other Federal agencies into a summary report. No results will be reported for specific individuals. We urge you to take advantage of this opportunity to express your views. Your frank and honest answers are appreciated.

Any information you provide is completely voluntary. While we need your input and urge your cooperation, declining to respond to any item will have no effect on you.

Strongly Agree
Agree

Neither Disagree nor Agree
Disagree

Strongly Disagree

In my organization:

1. There are service goals aimed at meeting customer expectations
2. There are well-defined systems for linking customers' feedback and complaints to employees who can act on the information
3. Managers communicate the organization's mission, vision, and values
4. My immediate supervisor has organized our work group effectively to get the work done
5. At the place I work, my opinions seem to count
6. A spirit of cooperation and teamwork exists in my immediate work unit
7. Teams are used to accomplish organizational goals, when appropriate
8. Employees are rewarded for working together in teams (for example, performance ratings, cash awards, certificates, public recognition)
9. Employees in different work units participate in cross-functional teams to accomplish work objectives
10. Recognition and rewards are based on merit
11. Creativity and innovation are rewarded
12. Employees receive training and guidance in providing high-quality customer service

Strongly Agree

Agree

Neither Disagree nor Agree

Disagree

Strongly Disagree

In my organization:

13. Employees receive the training they need to perform their jobs (for example, on-the-job training, conferences, workshops) 1 2 3 4 5
14. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability) are respected and valued 1 2 3 4 5
15. Supervisors/team leaders understand and support employees' family/personal life responsibilities ... 1 2 3 4 5
16. My organization has made reinvention a priority (for example, working smarter and more efficiently) .. 1 2 3 4 5
17. In the past two years, the productivity of my work unit has improved 1 2 3 4 5
18. In the past two years, I have been given more flexibility in how I accomplish my work 1 2 3 4 5
19. Sign-in sheets and time cards have been eliminated 1 2 3 4 5
20. Corrective actions are taken when employees do not meet performance standards 1 2 3 4 5
21. Management and the union(s) work cooperatively on mutual problems
(If you don't know, leave this item blank.) 1 2 3 4 5

To A Very Great Extent

To A Great Extent

To A Moderate Extent

To A Limited Extent

Not at all

To what extent:

22. Has your organization implemented simplified travel regulations? 1 2 3 4 5
23. Has your organization streamlined the process for hiring employees? 1 2 3 4 5
24. Has the use of government credit cards for small office purchases been
implemented in your organization? 1 2 3 4 5
25. Are you clear about how "good performance" is defined in your organization? 1 2 3 4 5
26. Do you have electronic access to information needed to do your job? 1 2 3 4 5
27. Is the use of Plain Language writing being emphasized in your workplace?
(If you don't know, leave this item blank.) 1 2 3 4 5

Very Satisfied
Satisfied
Neither
Dissatisfied
Very Dissatisfied

With reference to your job:

28. Considering everything, how satisfied are you with your job? ☐ ☐ ☐ ☐ ☐
29. How satisfied are you with your involvement in decisions that affect your work? ☐ ☐ ☐ ☐ ☐
30. How satisfied are you with the recognition you receive for doing a good job? ☐ ☐ ☐ ☐ ☐

Very Good
Good
Fair
Poor
Very Poor

31. Overall, how good a job do you feel is being done by your immediate supervisor/team leader? ☐ ☐ ☐ ☐ ☐
32. How would you rate the overall quality of work being done in your work group? ☐ ☐ ☐ ☐ ☐

Background and Employment Information

The following questions ask about your background and employment status. The information you voluntarily provide will help to determine the representativeness of participation and aid with interpretation of the results.

33. How long have you been a Federal Government employee (excluding military service)?

- ☐ Less than 1 year ☐ 16 to 20 years
☐ 1 to 5 years ☐ 21 to 25 years
☐ 6 to 10 years ☐ 26 to 30 years
☐ 11 to 15 years ☐ 31+ years

34. What is your pay grade?

- ☐ 01 through 05 ☐ x13 through 15
☐ 06 through 10 ☐ Above 15 (SL, ST, ALJ)
☐ 11 through 12 ☐ SES

35. Are you:

- ☐ Female ☐ Male

36. Are you of Hispanic or Latino origin?

- ☐ No ☐ Yes

37. What race do you consider yourself to be?

- ☐ American Indian or Alaska Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☐ White
☐ Other

38. Are you in a workplace that is represented by a union collective bargaining agreement?

- ☐ Yes
☐ No
☐ Don't know

39. Where is your job located?

- ☐ National headquarters
☐ Regional headquarters
☐ Field

40. Please print the first three numbers of your work location's ZIP Code.

Work Location ZIP Code

41. Using the list of organizations on the inside back cover of your folder, print your organization's assigned code.

Organization Code (See list printed on the inside back cover of your survey folder.)

42. What is your job category?

- ☐ Professional (for example, scientist, engineer, psychologist, attorney)
- ☐ Administrative (for example, personnel mgmt, budget, contracting, and procurement specialist)
- ☐ Technician
- ☐ Clerical (for example, support staff, executive secretary)
- ☐ Wage Grade
- ☐ Other

43. What is your level of supervisory responsibility?

- ☐ None, I am not a supervisor
- ☐ Team leader
- ☐ First line supervisor
- ☐ Manager
- ☐ Executive

Comments: You are our best source of ideas. We invite you to share one or two brief comments or suggestions regarding government reinvention. Please use only black or blue ballpoint pen and stay within the box.

Thank you for participating in the NPR survey!

For your convenience we have provided you with a self-addressed, postage-paid envelope. Please return the survey **NO LATER THAN SEPTEMBER 29, 2000**, to the address below. **Do not bend or fold the survey.**

2000 National Partnership Survey

c/o Questar

P.O. Box 64675

St. Paul, MN 55164-9547